

### REPLACEMENT CLAIMS

Please substitute the following claims for the pending claims with the same number.

---

a1 1. (Amended) A system for transacting business comprising:  
a dispatch division receiving information related to a problem experienced by a customer;  
the dispatch division deploying a technician in response to the information;  
the technician receiving a request from the customer for a transaction different from the  
problem;  
the technician having a computer that receives account information related to the  
customer from the company over a communications network; and  
wherein the technician uses the information related to the customer to generate a  
customer request and communicates the customer's request to the dispatch division using the  
communications network, wherein the technician uses the computer to communicate the  
customer's request to the dispatch division.

---

a2 11. (Amended) A method for transacting business comprising the steps of:  
receiving information related to a problem experienced by a customer;  
deploying a technician in response to the information;  
the technician receiving a request from the customer for a transaction different  
from the problem;

012  
Cont'd

sending account information related to the customer to the technician via a communications network; the account information being sent in a form configured for use by a computer associated with the technician; and

receiving details of the transaction from the computer associated with the technician via the communications network; the details being in a computer generated form.

---

20. (New) The system according to claim 1, wherein an application running on the computer provides a list of products, services or features available to the customer.

03

21. (New) The system according to claim 1, wherein an application running on the computer provides a list of products, services or features based on the information related to the customer.

22. (New) The system according to claim 1, wherein at least one field associated with an application running on the computer is self-populated.

23. (New) The system according to claim 11, wherein an application running on the computer associated with the technician provides a list of products, services or features available to the customer.

24. (New) The system according to claim 11, wherein an application running on the computer associated with the technician provides a list of products, services or features based on the information related to the customer.

25. (New) The system according to claim 1, wherein at least one field associated with an application running on the computer associated with the technician is self-populated.

---

93  
confid